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SERIAL NUMBER 10/015,246	FILING DATE 12/17/2001 RULE	CLASS 704	GROUP ART UNIT 2654	ATTORNEY DOCKET NO. AUS920010967US1
APPLICANTS Carl Phillip Gusler, Austin, TX; Rick Allen Hamilton II, Charlottesville, VA; Timothy Moffett Waters, Richmond, VA;				
** CONTINUING DATA ***** None MR				
** FOREIGN APPLICATIONS ***** None MR				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 01/18/2002				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Allowance		STATE OR COUNTRY TX	SHEETS DRAWING 7	TOTAL CLAIMS 23
Verified and Acknowledged Examiner's Signature <i>[Signature]</i> Initials <i>MR</i>		INDEPENDENT CLAIMS 4		
ADDRESS Paul D. Heydon Patent Attorney 909 NE Loop 410 Suite 300 San Antonio, TX 78209 <div style="text-align: right; font-size: 2em;">#34619</div>				
TITLE Employing speech recognition and key words to improve customer service				
FILING FEE RECEIVED 878	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	